

## **Site Accreditation Report – Choice's Recovery Services, Inc.**

**Completed: May 22, 2019**

**Levels of Care Reviewed:**

**Substance Use Disorder (SUD) Services**

**Outpatient Services**

**Review Process:** Choice's Recovery Services, Inc. was reviewed by Division of Behavioral Health staff for adherence to the Administrative Rules of South Dakota (ARSD) and Contract Attachments. The following information was derived from the on-site accreditation survey of your agency. This report includes strengths, recommendations, and citations for Plans of Corrections and results from reviewing policies and procedures, personnel and case file records, and conducting interviews with clients, administration, and agency staff.

**Administrative Review Score: 100%**

**Combined Client Chart Review Score: 97.1%**

**Cumulative Score: 97.3%**

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### **ADMINISTRATIVE REVIEW SUMMARY**

**Strengths:** The agency has an organized and concise policy and procedure manual. The policy and procedure manual is individualized to the agency and easy to follow. Administration is supportive of staff and has working relationships with agencies in the community. Staff interviewed provided positive feedback on administration to be open and supportive of staff needs.

**Recommendations:** None

**Plan of Correction:** None

### **CLIENT CHART REVIEW SUMMARY**

**Strengths:** The charts were organized and easy to follow. The agency utilizes non-billable notes. The clients interviewed shared positive feedback regarding the services they received at Choice's and counselor's availability outside of group times. The clients reported the staff were very inviting, non-judgmental, and understanding.

**Recommendations:**

1. According to ARSD 67:61:07:05, treatment plans need to have evidence of the client's meaningful involvement in formulating the plan. It was found the treatment plan goals need to be individualized to the client as the information was repetitive from chart to chart.

2. According to ARSD 67:61:07:08, progress notes need to contain the following elements:
  - A brief description of what the client and provider plan to work on during the next session, including work that may occur between sessions, if applicable;

The plan for next session in the progress notes at times appeared to be vague. It is recommended to individualize the plan for next session.

3. According to ARSD 67:61:07:07, continued service reviews need to document for each client the progress and reasons for retaining the client at the present level of care; and an individualized plan of action to address the reasons for retaining the client at the present level of care. Upon review of the charts, the reasons for retaining the client at the present level of care was not always clear in the continue stay reviews.

### **Plan of Correction:**

The following areas will require a plan of correction to address the rules of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of these rules.

1. According to ARSD 67:61:07:05, Integrated assessments shall contain the following:
  - Identification of readiness for change for problem areas, including motivation and supports for making such changes;
  - Past or current indications of trauma or domestic violence or both if applicable;

The agency should ensure all the above required elements are addressed when assessments are completed even when one or more topic is not applicable to a particular client, so it is clear that all elements are addressed. In addition, all integrated assessments need to be completed within 30 days of first meeting with the client. One chart did not have a date of when the assessment was completed, so it was difficult to ensure this was completed within 30 days of intake.

2. A transfer or discharge summary shall be completed upon termination or discontinuation of services within five working days according to ARSD 67:61:07:10. In review of the charts four charts were missing one or more of the following requirements:
  - A transfer or discharge summary completed within five working days;
  - If client prematurely discharges from services, reasonable attempts are made and documented to re-engage client into services.

The agency needs to ensure all elements are in the discharge summary to comply. In addition, the discharge summary needs to be completed within five working days, 3 of the discharge summaries were not completed within this timeframe.